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**DRUK HOLDING & INVESTMENTS LTD.**

**REQUEST FOR QUOTATION**

# **Catering Services**

**January 2025**

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## Notice Inviting Quotation

NIQ No.: **DHI/PROC/TEN/2024/1**

Date: **February 3, 2025**

- a. Druk Holding and Investments Limited (hereafter referred to as the “Client”) invites e-Bid from eligible caterers/hotels/restaurants (hereafter referred to as the “Bidder”) with valid trade license for: *Catering Services for 2025 (Annual Rate Contract)*.
- b. Interested Bidders shall visit the website [www.tender.bt](http://www.tender.bt) for vendor registration and submit their quotation online.
- c. To guide you through the bidding process, please refer to the user manuals available on the website [www.tender.bt](http://www.tender.bt) or download from the following links:
  - [User manual for vendor registration](#)
  - [User manual for Bidding process](#)
  - [User manual for EMD upload](#)
- d. Proposals shall be opened in the presence of Bidders/representatives who choose to attend as per the information given in the Terms and Conditions.
- e. DHI reserves the right to accept or reject any Proposal partly or fully or cancel the bidding process without assigning any reasons thereof and in such case, no Bidder/ intending Bidder shall have any claim arising out of such action of the client.
- f. Timeline:

Bid Submission ( <i>date &amp; time</i> )	February 18, 2025 at 1230 hours
Opening ( <i>date &amp; time</i> )	February 18, 2025 at 1430 hours
Bid Document shall be available at	<a href="http://www.tender.bt">www.tender.bt</a>

## Section A: Instruction to Bidders

### 1. Introduction

- 1.1 Druk Holding and Investments (DHI), the commercial arm of the Royal Government of Bhutan, was established in 2007 upon issuance of Royal Charter in 2007 "to hold and manage the existing and future investments of the Royal Government for the long term benefit of the people of Bhutan". DHI, the largest and only government-owned holding company in Bhutan, has shares in 21 different companies operating in the manufacturing, energy, natural resources, financial, communication, aviation, trading and real estate sectors.
- 1.2 DHI is requesting bids from reputable Catering firms, Restaurants and hotels for the purpose of securing a contract agreement with a potential Catering and Meal Service Provider during the events with a business volume of almost 2 million per annum (Board Meetings, AGM, Executive Meetings and any other events).

### 2. Scope of Work

- 2.1 The Bidders shall refer to [Section B: Terms of Reference](#) for details.

### 3. Clarification on Bidding Documents

- 3.1 The Bidder shall examine the Bidding Documents thoroughly, Bidder may request clarification promptly. Any clarification on Bidding Documents may be notified to the Purchaser in writing, not later than February 14, 2025 from the following address:

Kinley Gyem  
Email: [kinleygyem@dhi.bt](mailto:kinleygyem@dhi.bt)  
Associate Manager, Procurement Unit  
Druk Holding and Investments Ltd.  
Phone: +975 17787782

### 4. Amendment of Bidding Documents

- 4.1 At any time prior to the deadline for submission of bids, the Client may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the Bid Document through an Addendum.
- 4.2 The Client may, at its discretion, extend the deadline for bid submission, if the Bidders are expected to require additional time in which to take the Addendum into account in preparation of their bid or for any other reason.

### 5. Bid Price

- 5.1 All prices shall be quoted in *Ngultrum (Nu)*. The quoted price shall be *DDP including taxes, duties and other levies to the final place of delivery*, if required.

5.2 Price quoted by the Successful Bidder must remain firm during the entire period of performance of the Contract and is not subject to variation.

## 6. Period of Validity of Bids

6.1 Bids shall remain valid for *18 months*. A bid valid for a shorter period shall be rejected by the Client as non-responsive.

6.2 As required, the Client may request bidders to extend the period of validity of their bids. However, a bidder may refuse the request to extend the validity of its bids without forfeiting its bid security. A bidder granting request shall not be required or permitted to modify its bids.

## 7. Bid Security

7.1 The proposal shall be accompanied by a Bid Security of *BTN 20,000/-* in the form of a Cash Warrant/ Unconditional Bank Guarantee/ Banker Cheque/ Demand draft drawn in favour of the *Director, Department of Finance, Druk Holding and Investments Limited* issued by the Financial Institution enforceable in any Banks in Bhutan:

- The Bid security shall be valid up to *90 days* from the date of submission of the bid.
- The scanned version of the Bid Security should be submitted with the proposal (refer [User Manual for EMD Upload](#) available under the Downloads section on [www.tender.bt](http://www.tender.bt)) and the *original Bid Security* shall be submitted to the Procurement Unit, DHI on/before the date of submission of the Bid.
- If the Bidder(s) opts to Bank Transfer the Bid Security, it may be deposited to the DHI's BOB Account No. *100893691*, and submit the transaction details along with other documents during proposal submission as well as email to [passanggyem@dhi.bt](mailto:passanggyem@dhi.bt) / [kinleygyem@dhi.bt](mailto:kinleygyem@dhi.bt)

7.2. The bid security shall be forfeited in the following cases:

- If the Bidder withdraws the proposal after the proposal opening during the period of proposal validity.
- If a Bidder doesn't accept the arithmetical corrections of its bids.
- In the case of a successful Bidder, if the Bidder fails to sign the contract within the specified prescribed time and/or furnish the performance security within the prescribed time.

7.3 Immediately after the award of contract the bid security of all the unsuccessful bidders, shall be returned within fifteen (15) working days of the award of contract/Work Order.

7.4 The bid security of the successful bidder shall be returned immediately after signing of contract/issue of Work Order.

## **8. Signing of Bids**

8.1 The Bid shall be typed or written in indelible ink and shall be signed by the Bidder or a person who is duly authorized by the Bidder, holding a Power of Attorney, with an official seal.

## **9. Submission of Bids**

9.1 The bidder(s) shall submit the bid including all documents should be duly filled, signed and sealed.

9.2 The submission of Bid(s) should be done as specified in the [Checklist for Bid Submission](#).

## **10. Opening of Bid**

10.1 The bid(s) will be opened in the presence of bidders or their representatives who choose to attend. In case due date of the opening of the bid falls on non-working days, the opening of the bid shall be on next working day at the same time.

## **11. Bid Evaluation**

11.1 Bids determined to be substantially responsive to the technical specifications and commercial conditions will be evaluated by comparison of their quoted prices. In evaluating the bids, the Client will determine for each bids the evaluated price by adjusting the priced bid by making any correction for any arithmetical errors as follows:

- i. where there is a discrepancy between amounts in figures and in words, the amount in words will govern;
- ii. where there is discrepancy between the unit rate and the line-item total resulting from multiplying the unit rate by the quantity, the unit rate as quoted shall govern unless in the opinion of the Client there is an obviously gross misplacement of the decimal point in the unit rate, in which case the line-item total as quoted shall govern, and the unit rate shall be corrected.

11.2 To assist in the evaluation, comparison of the Bids, the Client may, at its discretion, ask any Bidder for a clarification of its Bid. Any clarification submitted by a Bidder that is not in response to a request by the Client shall not be considered.

## **12. Negotiations**

12.1 Negotiations may be carried out with the lowest evaluated bidder. In case of failure during negotiation with the lowest evaluated bidder, the Client shall proceed for negotiation with the next-ranked Bidder.

12.2 The minutes of the negotiations, signed by the Client and the Bidder, shall form part of the Contract Agreement.

## **13. Award Criteria**

13.1 The Client will award the Contract to the successful Bidder, after negotiation, if any, whose bid has been determined to be substantially responsive and has been determined as the lowest evaluated bid.

13.2 However, the Client also reserves the right to accept any bid and to reject any or all bids and to annul the bidding process and reject all Bids at any time prior to Contract award, without thereby incurring any liability to Bidders or any obligation to inform the affected Bidders on the grounds for such action of the Client.

#### **14. Notification of Award**

14.1 Prior to expiry of the period of bid validity or extended validity, Client will issue Notification of Award to the successful Bidder(s). Until a formal Contract is prepared and executed, the notification of award shall constitute a binding Contract.

#### **15. Signing of Contract**

15.1 Within the time period specified in the NoA, the successful Bidder shall sign the contract or a Service Order shall be issued by the Client upon submission of Performance Security.

#### **16. Performance Security**

16.1 The successful Bidder shall have to submit the performance security equal to BTN 20,000.

16.2 The performance security shall be submitted in any of the following forms:

- a. irrevocable bank guarantee,
- b. cash warrant, or
- c. demand draft
- d. Cash Deposit/Bank Transfers including Mbob, MPay, ePay, Tpay etc

16.3 Failure of the successful Bidder to submit the above-mentioned performance security or accept the award or sign the Contract shall constitute sufficient grounds for the annulment of the award and forfeiture of the Bid security.

#### **17. Contract Price**

17.1 The Contract Price shall be as specified in the Contract/Work Order subject to any additions and adjustments thereto or deductions therefrom as may be made pursuant to the Contract.

#### **18. Terms of Payment**

18.1 The Contract Price, including any advance payments, if applicable.

18.2 Payments shall be made promptly by the Client, but no later than thirty (30) days after the receipt of invoices and documents, provided that the documents are compliant with all the requirements of the Client.

18.3 The currencies in which payments shall be made to the Service Provider under this Contract shall be those in which the Contract Price is expressed.

## **19. Tax Deducted at Source**

- 19.1 At the time of release of payment, two (2%) percent TDS on service portion shall be deducted from the Service Providers having Bhutanese trade license, or Three (3%) on the service portion from the Service Providers having other than Bhutanese trade license respectively from the gross amount of bills except from the manufacturers and authorized dealers. The Client shall furnish necessary TDS Certificate to the Bidders, issued by the Department of Revenue & Customs, RGoB.
- 19.2 If any tax exemptions, reductions, allowances or privileges may be available to the Service Provider in the Kingdom of Bhutan, the Client shall use its best efforts to enable the Service Provider to benefit from any such tax savings to the maximum allowable extent.

## **20. Limitations of Liability**

- 20.1 Except in cases of gross negligence or willful misconduct:
- neither party shall be liable to the other party, whether in Contract, tort or otherwise, for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the Service Provider to pay liquidated damages to Client; and
  - the aggregate liability of the Service Provider to the Client, whether under the Contract, in tort or otherwise, shall not exceed the total Contract Price, provided that this limitation shall not apply to the cost of repairing or replacing defective Services, or to any obligation of the Service Provider to indemnify Client with respect to patent infringement.

## **21. Sub-Letting**

- 21.1 The Service Provider shall not sub-let, transfer or assign any part of this contract, without the prior written consent of the Client.

## **22. Dispute Resolutions**

- 22.1 *Amicable Settlement:* In case any dispute of any kind whatsoever arises between Client and the Bidder in connection with or arising out of the Contract, the parties shall seek to resolve any such dispute or difference by mutual consultation.
- 22.2 However, any dispute which cannot be amicably settled between the parties, shall be referred to adjudication/ arbitration in accordance with the laws of Bhutan.



## Section B: Terms of Reference (ToR)

### 1.Scope of Work:

- 1.1 The Client wishes to enter into contracts with a service provider to provide catering services during the events:
- The preferred service provider/s should provide adequate catering equipment, cutlery and crockery when required.
  - The quality of food prepared must adhere to acceptable food industry standards and must be prepared in a clean and hygienic manner in accordance with all health and safety regulations.
  - The preferred service providers should be able to respond within 12 hours.
  - Service providers must price each category and indicate the price per category in the attached price schedule Form.
  - Service provider must be able to deliver services within 12 hours of placing the order.
  - The menu for all the categories is listed in the attached Price Schedule Form and must be completed by service providers.

### 2. Skills, Knowledge and Qualifications:

- 2.1 The service provider/s should have the following:
- Experience in the food and beverage industry
  - Valid certification from health and food authorities

### 3. General requirements:

- 3.1 Bidders must provide all the information requested in the Terms of Reference and instruction to Bidders.
- 3.2 DHI reserves the right to procure its requirement elsewhere outside the contract should the services be urgently required and not immediately available or in emergency cases.

### 4. Quality of Work

- 4.1 The Service Provider shall guarantee for the quality of work. The quality of workmanship shall be of highest standard and to the full satisfaction to the Client.
- 4.2 The Service Provider shall perform the Services and carry out its obligations hereunder with all due diligence, efficiency and economy, in accordance with generally accepted professional standards and practices, and shall observe sound management practices.

## 5. Category of Catering

### 5.1 Major Meals

SN	Type	Menu
1	Package 1	Rice, Roti/nan/noodles, 3 non-Veg, 3 Veg, 1 dal/jaju, desert, water
2	Package 2	Rice, Roti/nan/noodles, 2 non-Veg, 3 Veg, 1 dal/jaju, desert, water
3	Package 3	Rice, Roti/nan/noodles, 1 non-Veg, 2 Veg, 1 dal/jaju, desert, water
4	Package 4	Rice, 1 Non-Veg, 1 Veg, 1 dal/jaju, water

### 5.2 Tea and Snacks

SN	Type	Menu
1	Package 1	Tea, Coffee, Green Tea and 3 nonVeg, and 3 Veg Snacks
2	Package 2	Tea, Coffee, Green Tea and 1 nonVeg, and 1 Veg Snacks
3	Package 3	Tea, Coffee, Green Tea and 1 Veg/Non-Veg Snack and 1 Cookie/Biscuit

## 6. Duration of the Contract

6.1 The duration for the service will be *one year*. However, DHI reserves the right to pre-terminate the contract for the service provider's breach of any of the provisions of the contract or poor services subject to thirty (30) days prior notice.

6.2 Proposed rates must be valid for *18 months* after the date of submission

## 7. Evaluation Criteria

7.1 *Mode of selection*: Quality and Cost-Based Selection (QCBS)

QCBS uses a competitive process among the consultants that takes into account the quality of the technical proposal and the cost of the services proposed in the selection of a successful consultant. Cost as a factor of selection shall be used judiciously. The relative weightage to be given to the quality and cost shall be determined depending on the nature of the assignment.

7.2 The consultant should submit all relevant supporting documents in order to carry out the evaluation of the proposals. The evaluation of the bids shall be based on the following weighted categories:

SN	Category	Weightage
1	Technical Proposal	30%
2	Financial Proposal	70%

7.3 Criteria and the points system for the evaluation of Technical proposals are mentioned below:

SN	Criteria	Points
1	<b>Experience of the firm</b>	<b>50</b>
	<ul style="list-style-type: none"> <li>● Bidder has catered to 5 or more companies in the past - <i>50 points</i></li> <li>● Bidder has catered to 4 companies in the past - <i>40 points</i></li> <li>● Bidder has catered to 3 companies in the past - <i>30 points</i></li> <li>● Bidder has catered to 2 companies in the past - <i>20 Points</i></li> <li>● Bidder has catered to 1 company in the past - <i>10 points</i></li> </ul>	
2	<b>List of Staffs</b>	<b>30</b>
	<ul style="list-style-type: none"> <li>● Bidder has proposed 5 or more staffs - <i>30 points</i></li> <li>● Bidder has proposed 4 staffs - <i>24 points</i></li> <li>● Bidder has proposed 3 staffs - <i>18 points</i></li> <li>● Bidder has proposed 2 staffs - <i>12 points</i></li> <li>● Bidder has proposed 1 staff - <i>6 points</i></li> </ul>	
3	<b>Experience of Chef(s)/Cook(s)</b>	<b>20</b>
	<ul style="list-style-type: none"> <li>● Chef/Cook has 5 or more years of experience - <i>20 points</i></li> <li>● Chef/Cook has 4 or more years of experience - <i>16 points</i></li> <li>● Chef/Cook has 3 or more years of experience - <i>12 points</i></li> <li>● Chef/Cook has 2 or more years of experience - <i>8 points</i></li> <li>● Chef/Cook has 1 or more years of experience - <i>4 points</i></li> </ul>	

- 7.4 The above evaluation criteria shall be followed, and evaluated for all the staff proposed. The average of the score obtained by the proposed Bidders shall be taken as the final score.
- 7.5 30% of the technical evaluation score shall be carried forward to the overall score. This score will be combined with their financial proposal to obtain the overall score.
- 7.6 The financial score is obtained by using the following formula for any qualified Consultant (A) using the following formula:

$$\text{Financial Score of A} = \frac{\text{Lowest quoted Financial Proposal}}{\text{Financial Proposal of Consultant A}} * 100$$

7.7 Overall Score of A = 30% of Technical Score + 70% of Financial Score

## Section C: Bidding Forms

### Technical Forms

#### Technical Form 1: Bid Submission Form

[The Bidder shall fill in this form in accordance with the instructions indicated. No alterations to its format shall be permitted and no substitutions shall be accepted.]

Date : \_\_\_\_\_ [insert date of Bid submission]

Tender No.: \_\_\_\_\_ [insert number]

To : \_\_\_\_\_ [insert complete name of the Client]

We, the undersigned, declare that:

- a. We have examined and have no reservations about the Bidding Documents, including Addenda number: \_\_\_\_\_  
[insert the number and date of issue of each addendum];
- b. We offer to deliver the services in conformity with the Bidding Documents and in accordance with the Price Schedule: \_\_\_\_\_ [insert a brief description of the Services];
- c. Our proposals shall be valid for a period of 90 days from the date fixed for the Bid submission deadline and it shall remain binding upon us and may be accepted at any time before the expiry of that period;
- d. We have no conflict of interest;
- e. Our firm, its affiliates or subsidiaries - including any subcontractors or suppliers for any part of the contract - has not been declared ineligible by the Client under the laws or official regulations of Bhutan;
- f. We have read the terms and conditions carefully, understood and agree to comply with all the clauses which are mentioned therein. In case of any breach of any condition on our part, we shall be liable for actions as per the terms and conditions of the Contract.
- g. We understand that this Bid, together with your written acceptance thereof included in your notification of award, shall constitute a binding contract between us until a formal contract is prepared and executed.
- h. We understand that you are not bound to accept the lowest evaluated proposal or any other proposal that you may receive.

Signed: \_\_\_\_\_ [insert signature of person whose name and capacity are shown]

In the capacity of \_\_\_\_\_ [insert legal capacity of person signing the Bid Submission Form]

Name: \_\_\_\_\_ [insert complete name of person signing the Bid Submission Form]

Duly authorized to sign the proposal for and on behalf of: \_\_\_\_\_ [insert complete name of Bidder]

Dated on \_\_\_\_\_ day of \_\_\_\_\_ [insert date of signing]

### Technical Form 2: Experience of the firm

Bidders are required to complete the following table listing the catering services they have provided in the past. Please submit *Letter of Recommendation* from your clients.

SN	Name of Company/Client	Date of Service	
		From [DD/MM/YYYY]	To [DD/MM/YYYY]

**Technical Form 3: List of Staff**

Bidders must complete the following table listing the details of staff employed by their firms. Additionally, the Bidders are required to submit the Curriculum Vitae (CV) of the chefs/cooks as per the Technical Form 4.

SN	Name of Employee	Designation	Years of Experience

**Technical Form 4: CV of Chef(s)/Cook(s)**

1. Name of Chef/Cook *[Insert full name]*: \_\_\_\_\_
2. Employment Record *[Starting with present position, list in reverse order every employment held by staff member since graduation, giving for each employment (see format here below):*

From <i>[Year]</i>	To <i>[Year]</i>	Position held	Employer

4. Certification:

I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes me, my qualifications and my experience. I understand that any willful misstatement herein may lead to my disqualification or dismissal if engaged.

*[Signature of staff member or authorized representative of the staff]*

*Day/Month/Year*



## Financial Forms

### Financial Form 1: Price Schedule of Meals

Lot 1: Meals					
SN	Package	Menu	Upto 10 Pax	10 Pax to 50 Pax	More than 50 Pax
			Unit Price (BTN)	Unit Price (BTN)	Unit Price (BTN)
1	Package 1	Rice, Roti/nan/noodles, 3 non-Veg, 3 Veg, 1 dal/jaju, desert, water			
2	Package 2	Rice, Roti/nan/noodles, 2 non-Veg, 3 Veg, 1 dal/jaju, desert, water			
3	Package 3	Rice, Roti/nan/noodles, 1 non-Veg, 2 Veg, 1 dal/jaju, desert, water			
4	Package 4	Rice, 1 Non-Veg, 1 Veg, 1 dal/jaju, water			

**Financial Form 2: Price Schedule of Tea and Snacks**

Lot 2: Tea and Snacks					
SN	Package	Menu	Upto 10 Pax	10 Pax to 50 Pax	More than 50 Pax
			Unit Price (BTN)	Unit Price (BTN)	Unit Price (BTN)
1	Package 1	Tea, Coffee, Green Tea and 3 non-Veg, and 3 Veg Snacks			
2	Package 2	Tea, Coffee, Green Tea and 1 non-Veg, and 1 Veg Snacks			
3	Package 3	Tea, Coffee, Green Tea and 1 Veg/Non-Veg Snack and 1 Cookie/Biscuit			

**Financial Form 3: Price Schedule of Water and Nuts**

<b>Lot 3: Tea and Snacks</b>				
SN	Menu	Upto 10 Pax	10 Pax to 50 Pax	More than 50 Pax
		Unit Price (BTN)	Unit Price (BTN)	Unit Price (BTN)
1	Water Setup			
2	Nuts Setup			
3	Sweets Setup			
4	Fruits Setup			

**Sealed and Signed by the Bidder:** \_\_\_\_\_

### Checklist for Bid Submission

The following are the documents which the bidders are required to upload on [www.tender.bt](http://www.tender.bt).

SN	Document	Purchaser's Requirement	Bidders to fill up
		Required (✓) or Not Required (✗)	Submitted (✓) or Not Submitted (✗)
1	<a href="#">Technical Form 1: Bid Submission Form</a>	✓	
2	<a href="#">Technical Form 2: Experience of the Firm</a>	✓	
3	<a href="#">Technical Form 3: List of Staff</a>	✓	
4	<a href="#">Technical Form 4: CV of Chef(s)/Cook(s)</a>	✓	
5	<a href="#">Financial Form 1: Price Schedule of Meals</a>	✓	
6	<a href="#">Financial Form 2: Price Schedule of Tea and Snacks</a>	✓	
7	<a href="#">Financial Form 3: Price Schedule of Water and Nuts</a>	✓	
8	<a href="#">Checklist for Bid Submission</a>	✓	
9	Valid Trade License	✓	
10	Tax Clearance Certificate	✓	
11	Bid Security	✓	